



Deploying Cisco Unified Contact Center Express

Length
5 days

Format
Lecture/lab

Version
2.0

Course Description

UCCXD is an instructor-led course designed for individuals who will be deploying Cisco Unified Contact Center Express and Unified IP IVR as contact center solutions.

This course provides you with extensive hands-on experience and knowledge of tasks typically performed during a contact center deployment. Tasks include planning, installation, configuration, troubleshooting and application creation.

Who Should Attend

UCCXD is designed for Cisco customers and Channel Partners who deploy and maintain UCCX contact center systems.

Recommended Prerequisites

- Networking fundamentals
- Basic IP Telephony concepts
- Cisco Unified CallManager deployment
- Cisco IP Phones and Softphones
- Contact center operations
- Microsoft Windows 2000
- MS SQL 2000 and MSDE databases

UCCXD

Learning Objectives

After completing this course, you will be able to:

- Design and plan a Unified Contact Center Express and an Unified IP IVR implementation
- Install or discuss UCCX components, servers, agent and supervisor desktops and clients
- Configure all UCCX components
- Build workflow applications to exploit Unified IP IVR features and capabilities
- Build contact center workflows to exploit UCCX features and capabilities
- Troubleshoot installations and workflows





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Course Outline

- Lesson 1: CRS 4:0 Products Overview
- Lesson 2: CRS Design and Ordering
- Lesson 3: CRS Installation and Configuration
- Lesson 4: CRS Script Editor
- Lesson 5: Basic Script Editor Steps
- Lesson 6: Caller Input
- Lesson 7: Database Access
- Lesson 8: Logical Operations
- Lesson 9: Caller Transfer
- Lesson 10: Additional Editor Steps
- Lesson 11: MRCP Speech Technologies
- Lesson 12: VXML and Example Scripts
- Lesson 13: Configuring Unified Contact Center Express
- Lesson 14: Desktop Administration
- Lesson 15: Remote Monitoring
- Lesson 16: CRS Reports
- Lesson 17: Cisco Security Agent
- Lesson 18: Backup and Restore Process
- Lesson 19: Servicing and Troubleshooting
- Lesson 20: CRS 4:5 Overview
- Lesson 21: CRS 4:5 Installation
- Lesson 22: CRS 4:5 Administration
- Lesson 23: CRS 4:5 Contact Center
- Lab 2-1: Sizing and Ordering Exercise
- Lab 3-1: Review the CRS Installation
- Lab 3-2: Provisioning Telephony and Media
- Lab 3-3: Test Your CRS Installation
- Lab 3-4: Install the CRS Script Editor
- Lab 4-1: Download and Debug a Script
- Lab 5-1: Start Your New Physician Locator Script
- Lab 6-1: Collect Caller Input
- Lab 7-1: Access a Database
- Lab 8-1: Create Logical Operations
- Lab 9-1: Making Caller Transfers
- Lab 10-1: Using Expressions for Holidays
- Lab 10-2: Record Prompts Using an Application
- Lab 10-3: Placing Outbound Calls
- Lab 10-4: Using Session Management
- Lab 11-1: Enable Auto Attendant for ASR
- Lab 11-2: Test ASR Confirmation Techniques
- Lab 11-3: Simple TTS Test
- Lab 12-1: Test Example Scripts, VXML
- Lab 13-1: Provisioning Unified CCX
- Lab 13-2: Installing Agent and Supervisor Desktops
- Lab 13-3: Evaluating a Sample Script: icd<xx>.aef
- Lab 13-4: Using the Cisco Supervisor Desktop
- Lab 13-5: Debug and Observe the Script
- Lab 13-6: Configure IP Phone Agent
- Lab 14-1: Using Desktop Administration
- Lab 14-2: Testing Resource Group CSQs
- Lab 14-3: Testing Skills Group CSQs
- Lab 15-1: Using Remote Monitoring
- Lab 16-1: Using CRS Reporting

